

**ACCESS SERVICE****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.4 Credit Allowance for Service Interruptions****(A) General**

A service is interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this tariff or in the event that the protective controls applied by the Telephone Company result in the complete loss of service by the customer as set forth in 6.6.1 following, except as specified in 2.4.4(B)(9) following. An interruption period starts when an inoperative service is reported to the Telephone Company, and ends when the service is operative.

**(B) When a Credit Allowance Applies**

In case of an interruption to any service, allowance for the period of interruption, if not due to the negligence of the customer or the customer's end user shall be as follows:

- (1) For Special Access Services, except as specified in 2.4.4(B)(2), 2.4.4(B)(10), 2.4.4(B)(12), 2.4.4(B)(13) and 2.4.4(B)(16) following, no credit shall be (T)  
allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or major fraction thereof that the interruption continues for all services except those as described in Section 2.4.4(B)(2), 2.4.4(B)(9), 2.4.4(B)(10), 2.4.4(B)(12), 2.4.4(B)(13) and 2.4.4(B)(16) following. The Telephone (T)  
Company may require joint out of service testing between the customer and the Telephone Company for investigation and correction of the interruption.

For Network Reconfiguration Service (NRS), no credit shall be allowed for interruptions required to perform preventative or routine maintenance, or to perform software updates when the customer has been notified at least 24 hours prior to such occurrences.

The monthly charges used to determine the credit shall be as follows:

- (a) For two-point services, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., two Local Distribution Channels, Channel Mileage Terminations and Channel Mileage as appropriate, and optional feature and functions).

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Issued: April 21, 2004

Effective: April 22, 2004

By Rhonda J. Johnson, Vice President - Regulatory Affairs  
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Chicago, IL 60606

**ACCESS SERVICE**

**2. General Regulations (Cont'd)**

**2.4 Payment Arrangements and Credit Allowances (Cont'd)**

**2.4.4 Credit Allowance for Service Interruptions (Cont'd)**

**(B) When a Credit Allowance Applies (Cont'd)**

- (b) For multipoint services and Special Access Services associated with Network Reconfiguration Service (NRS), the monthly charge shall be only the total of all the monthly rate element charges associated with the portion of the service that is inoperative (i.e., a Local Distribution Channel per customer premises, Channel Mileage Terminations and Channel Mileage as appropriate, and optional features and functions). (T)

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Issued: December 9, 2003

Effective: December 10, 2003

By Rhonda J. Johnson, Vice President - Regulatory Affairs  
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**ACCESS SERVICE****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.4 Credit Allowance for Service Interruptions (Cont'd)****(B) When a Credit Allowance Applies (Cont'd)****(1) (Cont'd)**

- (c) For multiplexed services, the monthly charge shall be the total of all the monthly rate element charges associated with the portion of the service that is inoperative. When the higher capacity facility which is multiplexed or the multiplexer itself is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the higher capacity facility from the customer's premises to the hub (i.e., the Local Distribution Channel, Channel Mileage Terminations and Channel Mileage as appropriate, and optional features and functions, including the multiplexer). When the lower capacity service which rides a channel of the multiplexed lower capacity facility is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the lower capacity service from the Hub to a customer premises (i.e., Local Distribution Channel, Channel Mileage Terminations and Channel Mileage, as appropriate, and optional features and functions).

For DS3 service provided under a Shared Facility Credit/Shared Facility Channel Service arrangement, the monthly charge shall be the total of all the monthly rate element charges, less any applicable Shared Facility Credits, associated with the portion of the service that is inoperative.

- (2)\* For Program Audio and Video Special Access Services, no credit shall be allowed for an interruption of less than 30 seconds. The customer shall be credited for an interruption of 30 seconds or more as follows:
- (a) For two-point services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.
- (b) For two-point services, when daily rates are applicable, the credit shall be at the rate of 1/288 of the daily charges for the service for each period of 5 minutes or major fraction thereof that the interruption continues.

\* Effective April 22, 2004, this regulation is limited to existing customers at existing locations. Additionally, this regulation is limited to services that may be rearranged or moved pursuant to existing OPP terms and conditions found in Section 7.4.10.

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Issued: April 21, 2004

Effective: April 22, 2004

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**ACCESS SERVICE****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.4 Credit Allowance for Service Interruptions (Cont'd)****(B) When A Credit Allowance Applies (Cont'd)****(2)\* (Cont'd)**

(C)

(c) For multipoint services, when monthly rates are applicable, the credit shall be at the rate of 1/8640 of the monthly charges for all Local Distribution Channels, Channel Mileage Terminations and Channel Mileage, and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.

(d) For multipoint services, when daily rates are applicable, the credit shall be at the daily rate of 1/288 of the daily charges for all Local Distribution Channels, Channel Mileage Terminations and Channel Mileage, and optional features and functions that are inoperative for each period of 5 minutes or major fraction thereof that the interruption continues.

(e) For multipoint services, the credit for the monthly or daily charges includes the charges for the distribution amplifier only when the distribution amplifier is inoperative.

(f) When two or more interruptions occur during a period of 5 consecutive minutes, such multiple interruptions shall be considered as one interruption.

(3) For Switched Access Service, except as described in (9), (10) (13), (14) and (15) following, Directory Assistance Service, and Ameritech Directory Search Service, no credit shall be allowed for an interruption of less than 24 hours. The customer shall be credited for an interruption of 24 hours or more at the rate of 1/30 of (a) the applicable monthly rates or (b) any charge based on assumed minutes of use or (c) the minimum monthly usage charge for each period of 24 hours or major fraction thereof that the interruption continues. However, in no case is a credit allowance applicable when the actual usage charge exceeds the minimum monthly usage charge in any one monthly billing period. (T)

When Switched Access traffic is diverted from a direct trunked facility as a result of a service interruption, the direct trunked facility will be credited as described in 2.4.4.(B)(9) or 2.4.4(B)(10) following.

\* Effective April 22, 2004, this regulation is limited to existing customers at existing locations. Additionally, this regulation is limited to services that may be rearranged or moved pursuant to existing OPP terms and conditions found in Section 7.4.10. (N)

**ACCESS SERVICE****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.4 Credit Allowance for Service Interruptions (Cont'd)****(B) When A Credit Allowance Applies (Cont'd)**

- (4) For all other services, to include End User Common Line charges, no credit shall be allowed for an interruption of less than 24 hours. The customer shall be credited for an interruption of 24 hours or more at the rate of 1/30 of (a) the applicable monthly rates or (b) any charge based on assumed minutes of use or (c) the minimum monthly usage charge for each period of 24 hours or major infraction thereof that the interruption continues. In no case is a credit allowance applicable when the actual usage charge exceeds the minimum monthly usage charge in any one monthly billing period.
- (5) The credit allowance(s) for service interruptions shall not exceed applicable (a) monthly rates or (b) charges for assumed minutes of use or (c) the minimum monthly usage charge for the service interrupted in any one monthly billing period.
- (6) For certain Special Access services (Wideband Data, WD1-3; DA1-4; DS1 Service, HC1; DS3 Service, HC3; OC-3 Service, HO3; OC-12 Service, HO12; OC-48 Service, HO48; OC-192 Service; Dedicated Ring Service; and SONET Xpress), the period during which the error performance is below that specified for the service will be considered as an interruption. (T)  
(T)
- (7) For multiplexed service ordered under the Shared Network Arrangement, the host subscriber, as well as each service user, must notify the Telephone Company of any service outage in order to receive their portion of the credit allowance.
- (8) Service Interruptions for Specialized Service or Arrangements provided under the provisions of Section 12. following shall be administered in the same manner as those set forth in this section (2.4.4) unless other regulations are specified with the individual case filing.

**ACCESS SERVICE****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.4 Credit Allowance for Service Interruptions (Cont'd)****(B) When a Credit Allowance Applies (Cont'd)**

- (9)\* For Special Access Metallic, Telegraph, Direct Analog and Base Rate Service Local Distribution Channels, Channel Mileage Terminations and Channel Mileage and Switched Access Voice Grade Service Entrance Facilities and Direct Transport Channel Mileage Termination and Channel Mileage, except as specified in 2.4.4(B)(12) following, no credit shall be allowed for an interruption period of less than 30 minutes. An interruption period starts when an inoperative service is released by the customer to the Telephone Company for testing/repair and ends when the service is operative. The customer must make the circuit available for testing by the Telephone Company and provide access as needed. Suspension of the calculated interruption period will occur when access to the customer premises can not be gained or the customer does not release the circuit experiencing trouble. (C)

In any month, as a result of the interruption, the total credit per rate element of the interrupted service may not exceed 100 percent of the monthly charge for that particular rate element.

**Credit Allowance Schedule**

<b>Interruption Period</b>	<b>Applicable Credit</b>
More than 30 minutes, but less than 2 hours	1/1440th per 30 minute Interval

<b>Interruption Period 2 Hours to 4 Hours</b>	<b>Credit Per Interruption</b>	<b>Interruption Period Over 4 Hours</b>	<b>Credit Per Interruption</b>
Metallic		Metallic	
- LDC	\$4.30	- LDC	\$8.60
- CM	2.25	- CM	4.50
Telegraph		Telegraph	
- LDC		- LDC	
- 2 Wire	7.90	- 2 Wire	15.80
- 4 Wire	9.00	- 4 Wire	18.00
- CMT	3.60	- CMT	7.20
- CM	.30	- CM	.60

or 1/1440 per 30 minute interval, whichever is greater

- \* Effective April 22, 2004, this regulation is limited to existing customers at existing locations. (N)  
Additionally, this regulation is limited to services that may be rearranged or moved pursuant to existing OPP terms and conditions found in Section 7.4.10. (N)

**Issued: April 21, 2004**

**Effective: April 22, 2004**

**By Rhonda J. Johnson, Vice President - Regulatory Affairs**  
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**Chicago, IL 60606**

## ACCESS SERVICE

## 2. General Regulations (Cont'd)

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

## 2.4.4 Credit Allowance for Service Interruptions (Cont'd)

## (B) When a Credit Allowance Applies (Cont'd)

## (9)\* (Cont'd)

(C)

Credit Allowance Schedule		Applicable Credit
Interruption Period		
More than 30 minutes, but less than 2 hours		1/1440th per 30 minute Interval

(N)

Interruption Period 2 Hours to 4 Hours	Credit Per Interruption	Interruption Period Over 4 Hours	Credit Per Interruption
Direct Analog		Direct Analog	
- LDC		- LDC	
- 2 Wire	\$5.45	- 2 Wire	\$10.90
- 4 Wire	8.85	- 4 Wire	17.70
- CMT	3.15	- CMT	6.30
- CM	.25	- CM	.50
Base Rate		Base Rate	
- LDC	16.60	- LDC	33.20
- CMT	2.75	- CMT	5.50
- CM	.25	- CM	.50
Entrance Facilities		Entrance Facilities	
- Voice Grade		- Voice Grade	
- 2 Wire	5.75	- 2 Wire	11.50
- 4 Wire	9.30	- 4 Wire	18.65
Direct Transport		Direct Transport	
- CMT		- CMT	
- Voice Grade	3.30	- Voice Grade	6.60
- CM		- CM	
- Voice Grade	.25	- Voice Grade	.50
		or 1/1440 per 30 minute interval, whichever is greater	

(N)

(N)

\* Effective April 22, 2004, this regulation is limited to existing customers at existing locations. Additionally, this regulation is limited to services that may be rearranged or moved pursuant to existing OPP terms and conditions found in Section 7.4.10.

(N)

(N)

(N)

Issued: April 21, 2004

Effective: April 22, 2004

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## ACCESS SERVICE

### 2. General Regulations (Cont'd)

#### 2.4 Payment Arrangements and Credit Allowances (Cont'd)

##### 2.4.4 Credit Allowance for Service Interruptions (Cont'd)

###### (B) When a Credit Allowance Applies<sup>/1/</sup> (Cont'd)

- (10)\* For Special Access DS1 and DS3 Service Local Distribution Channels, Channel Mileage Terminations and Channel Mileage and Switched Access LT1 and LT3 Service Entrance Facilities and Direct Transport Channel Mileage Terminations and Channel Mileage, the customer shall be credited when the service experiences a verifiable interruption of 1 (one) minute or more. A service interruption must be reported to the Telephone Company within 24 hours of the interruption. An interruption period starts when an inoperative service is reported by the customer to the Telephone Company for repair and ends when the service is operative. The customer must make the circuit available for testing by the Telephone Company and provide access as needed. Suspension of the calculated interruption period will occur when access to the customer premises can not be gained or the customer does not release the circuit experiencing trouble. Credit allowance for service interruptions of 1 (one) minute or more will be based on the rate zone assignment of the customer's serving wire center, as specified in Sections 6.8.1 or 7.4.1 following. For Local Distribution Channels, Entrance Facilities, Channel Mileage Terminations and Channel Mileage assigned to rate zone 1, rate zone 2 or rate zone 3 wire centers, the customer shall be credited with 100 (one hundred) percent of the monthly rates for service interruptions of 1 (one) minute or more. For Local Distribution Channels, Entrance Facilities, Channel Mileage Terminations and Channel Mileage assigned to rate zone 4 or rate zone 5 wire centers, the customer shall be credited for service interruptions of more than 1 (one) minute but less than 2 (two) hours based on the following schedule. For service interruptions of more than 2 hours, the customer shall be credited with 100 percent of the monthly rate. (C)

In any month, as a result of the interruption, the total credit per rate element of the interrupted service may not exceed 100 percent of the monthly charge for that particular rate element.

/1/ Credit Allowances are not available for Optical Services associated with the DS3 Service Package, DS3 Service Channel and Entrance Facilities LT-3 subscribed to on or after April 14, 2001.

\* Effective April 22, 2004, this regulation is limited to existing customers at existing locations. Additionally, this regulation is limited to services that may be rearranged or moved pursuant to existing OPP terms and conditions found in Section 7.4.10. (N)

Certain material previously appearing on this page now appears on 4th Revised 50.2.1 (N)

Issued: April 21, 2004

Effective: April 22, 2004

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**ACCESS SERVICE****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.4 Credit Allowance for Service Interruptions (Cont'd)****(B) When a Credit Allowance Applies (Cont'd)****(10)\* (Cont'd)**

(C)

Credit allowance for service interruptions for DS3 Local Distribution Channels with an Electrical Interface and LT-3 Entrance Facilities with an Electrical Interface in rate zone 1, rate zone 2 and rate zone 3 wire centers and service interruptions of more than 2 hours in rate zone 4 and 5 wire centers will be calculated after application of Volume Pricing Plan discounts as described in 6.8.2 (D)(6)(g) and 7.4.10 (I) following.

(M)

(M)

**Credit Allowance Schedule**  
**Rate Zone 4 and Rate Zone 5 Wire Center**

<b>Interruption Period</b>	<b>Credit Per Interruption</b>	<b>Interruption Period</b>	<b>Credit Per Interruption</b>
<b>1 Minute to 1 Hour</b>		<b>1 Hour to 2 Hours</b>	
DS1 LDC	\$ 35.00	DS1 LDC	\$ 75.00
DS1 CMT	12.00	DS1 CMT	25.00
DS1 CM	3.00	DS1 CM	6.00
DS3 Srv Pkg (EI)	250.00	DS3 Srv Pkg (EI)	500.00
DS3 Srv Pkg. (Opt) <sup>/1/</sup>	750.00	DS3 Srv Pkg. (Opt) <sup>/1/</sup>	1,500.00
DS3 Srv Chnl (Opt) <sup>/1/</sup>	75.00	DS3 Srv Chnl (Opt) <sup>/1/</sup>	150.00
DS3 CMT	70.00	DS3 CMT	140.00
DS3 CM	25.00	DS3 CM	50.00
Entrance Facilities		Entrance Facilities	
- LT 1	13.70	- LT 1	27.41
- LT 3 Electrical	38.87	- LT 3 Electrical	77.74
- LT 3 Optical <sup>/1/</sup>	213.54	- LT 3 Optical <sup>/1/</sup>	427.09
Direct Transport		Direct Transport	
- CMT		- CMT	
- LT 1	2.74	- LT 1	5.48
- LT 3	8.86	- LT 3	17.73
- CM		- CM	
- LT 1	0.79	- LT 1	1.58
- LT 3	3.58	- LT 3	7.16

/1/ Credit Allowances are not available for Optical Services associated with the DS3 Service Package, DS3 Service Channel and Entrance Facilities LT-3 subscribed to on or after April 14, 2001.

\* Effective April 22, 2004, this regulation is limited to existing customers at existing locations. Additionally, this regulation is limited to services that may be rearranged or moved pursuant to existing OPP terms and conditions found in Section 7.4.10.

(N)

(N)

Certain material appearing on this page previously appeared on 4th Revised Page 50.2.

**Issued: April 21, 2004**

**Effective: April 22, 2004**

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## ACCESS SERVICE

### 2. General Regulations (Cont'd)

#### 2.4 Payment Arrangements and Credit Allowances (Cont'd)

(N)

##### 2.4.4 Credit Allowance for Service Interruptions (Cont'd)

###### (B) When a Credit Allowance Applies (Cont'd)

(11) For Special Access Metallic, Telegraph, Program Audio, Video, Direct Analog, Base Rate, DS1 and DS3 Service and Switched Access Voice Grade Service, LT1 and LT3 Service Entrance Facilities and Direct Transport, no credit shall be allowed for interruptions less than 30 minutes. For interruptions of 30 minutes or more but less than 4 hours, the customer shall be credited at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes. For service interruptions 4 hours or greater, the customer shall be credited as follows.

- (i) For the initial 4 hour outage in a 30 day period, in lieu of the credit previously described, the customer will be credited as shown in the Credit Allowance Schedule below.
- (ii) Additional service interruptions that are 4 hours or greater that occur in the same 30 day period will be calculated at the rate of 1/1440 per 30 minute interval.

The total credit allowance available to the customer regardless of the number or type of service interruptions within a 30 day period will not exceed 100% of the combined monthly rates per affected service.

An interruption period starts when an inoperative service is reported by the customer to the Telephone Company for repair and ends when the service is operative. The customer must make the circuit available for testing by the Telephone Company and provide access as needed. Suspension of the calculated interruption period will occur when access to the customer premises can not be gained or the customer does not release the circuit experiencing trouble.

(N)

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Issued: April 21, 2004

Effective: April 22, 2004

By Rhonda J. Johnson, Vice President - Regulatory Affairs  
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ILLINOIS BELL TELEPHONE COMPANY

ILL. C.C. NO. 21  
2nd Revised Page 50.3  
Cancels 1st Revised Page 50.3

## ACCESS SERVICE

### 2. General Regulations (Cont'd)

#### 2.4 Payment Arrangements and Credit Allowances (Cont'd)

##### 2.4.4 Credit Allowance for Service Interruptions (Cont'd)

###### (B) When a Credit Allowance Applies (Cont'd)

###### (11) (Cont'd)

###### Credit Allowance Schedule

Interruption Period 4 Hours or More	Service	Applicable Credit
	Metallic	\$5.00
	Telegraph	5.00
	Program Audio	10.00
	Video	10.00
	Direct Analog	10.00
	Base Rate	15.00
	DS1	120.00
	DS3	380.00
	Voice Grade Entrance Facilities	10.00
	LT1 Entrance Facilities	120.00
	LT3 Entrance Facilities	380.00
	Voice Grade Direct Transport	10.00
	LT1 Direct Transport	120.00
	LT3 Direct Transport	380.00

(N)

(N)

- (12) For Special Access Optical Carrier Network (OCN) Point-to-Point Service Local Distribution Channels, Channel Mileage Terminations and Channel Mileage, the customer shall be credited 100 percent of the monthly rates for the service when the service experiences a verifiable interruption of 1 (one) minute or more. A service interruption must be reported to the Telephone Company within 24 hours of the interruption.

(T)

In any month, as a result of the interruption, the total credit per rate element may not exceed 100 percent of the monthly charge for that particular rate element.

- (13) For Access services provided as Special Facilities Routing Arrangements as described in Section 11.1.1 following, the customer shall be credited 100 percent of the monthly rates for the Special Facilities Routing Arrangements and associated Local Distribution Channels, Entrance Facilities, Channel Mileage Terminations and Channel Mileage for each identified service when both the normal transmission path (normal service) and the designated diverse transmission path (diverse service) experience simultaneous service interruptions of 1 minute or more. An interruption period starts when

(T)

Certain material previously appearing on this page now appears on 1st Revised Page 50.4

Issued: April 21, 2004

Effective: April 22, 2004

By Rhonda J. Johnson, Vice President - Regulatory Affairs  
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ILLINOIS BELL TELEPHONE COMPANY

ILL. C.C. NO. 21  
1st Revised Page 50.4  
Cancels Original Page 50.4

## ACCESS SERVICE

### 2. General Regulations (Cont'd)

## 2.4 Payment Arrangements and Credit Allowances (Cont'd)

### 2.4.4 Credit Allowance for Service Interruptions (Cont'd)

#### (B) When a Credit Allowance Applies (Cont'd)

##### (13) (Cont'd)

the inoperative normal and diverse services are reported by the customer to the Telephone Company for testing/repair and ends when the services are operative. In order to qualify for this credit, the outages must be determined by the Telephone Company to be in its network. (M)

The total credit allowance available to a customer regardless of the number of service interruptions in any month may not exceed 100 percent of the monthly rates of the service. (M)

- (14) For Switched Access Services, when service is interrupted due to the failure of a Telephone Company switch, a credit allowance will apply under the Switched Access Switch Assurance Warranty (SASAW) when the switch outage is of greater than thirty minutes duration and affects more than 30,000 Network Access Lines. The amount of the credit allowance is determined based on recent historical end office call data by: date, time of day, feature group, usage type, and ACNA. This information will be used to estimate the like time period called data history necessary to calculate the reimbursement amount. The estimated minutes of use by customer for the like time period will be rated using the current Telephone Company rates for carrier common line (CCL), local switching (LS2), information surcharge (IS) and the residual charge (RC). The credit will be applied to the customer's next bill. (T)

The SASAW applies to all access customers that terminate switched traffic to end users served by a Telephone Company end office.

Certain material previously appearing on this page now appears on 2nd Revised Page 50.5.

Certain material appearing on this page previously appeared on 1st Revised Page 50.3.

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Issued: April 21, 2004

Effective: April 22, 2004

By Rhonda J. Johnson, Vice President - Regulatory Affairs  
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ILLINOIS BELL TELEPHONE COMPANY

ILL. C.C. NO. 21  
2nd Revised Page 50.5  
Cancels 1st Revised Page 50.5

ACCESS SERVICE

## 2. General Regulations (Cont'd)

## **2.4 Payment Arrangements and Credit Allowances (Cont'd)**

### **2.4.4 Credit Allowance for Service Interruptions (Cont'd)**

#### **(B) When a Credit Allowance Applies (Cont'd)**

- (15) For Switched Access Service, through the 800 Service Guarantee Program, the Telephone Company will credit the customer's bill for 800 Service query charges when the 800 Service cannot perform the carrier identification function at the Telephone Company's Service Control Point (SCP). A credit will be given when the total time that the 800 Service cannot perform the carrier identification function at the SCP exceeds five (5) minutes per billing month. Specifically, the Telephone Company will credit the customer bill for all 800 service query charges for the day (defined as the 24 hour period; midnight to midnight) in which the five (5) minute threshold is exceeded. Only one (1) credit will be allowed per 800 Service customer per month. The credit will be applied to the customer's next monthly billing statement. (T)(M)

The 800 Service Guarantee Program applies to all 800 Service customers. (M)

- (16) For Special Access SONET Xpress Service, any verifiable service interruption will result in a credit of 100 percent of the monthly rates for the circuit or portion of the circuit involved. (T)

An interruption period will start when an inoperative service is reported to the Telephone Company and end when the service is operative. In any month, as a result of service interruptions, the total credit per rate element of the interrupted service may not exceed 100 percent of the monthly charge for that particular rate element.

Certain material appearing on this page previously appeared on Original Page 50.4.

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**Issued: April 21, 2004**

**Effective: April 22, 2004**

**By Rhonda J. Johnson, Vice President - Regulatory Affairs  
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**ACCESS SERVICE****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.4 Credit Allowance for Service Interruptions (Cont'd)****(C) When A Credit Allowance Does Not Apply**

No credit allowance will be made for:

- (1) Interruptions caused by the negligence of the customer.
- (2) Interruptions of a service due to the failure of equipment or systems provided by the customer or others.
- (3) Interruptions of a service during any period in which the Telephone Company is not afforded access to the premises where the service is terminated.
- (4) Interruptions of a service when the customer has released that service to the Telephone Company for maintenance purposes, to make rearrangements, or for the implementation of an order for a change in the service during the time that was negotiated with the customer prior to the release of that service. Thereafter, a credit allowance as set forth in (B) preceding applies.
- (5) Interruptions of a service which continue because of the failure of the customer to authorize replacement of any element of special construction, as set forth in Interstate Special Construction Tariffs described in Section 1.5 preceding. The period for which no credit allowance is made begins on the seventh day after the customer receives the Telephone Company's written notification of the need for such replacement and ends on the day after receipt by the Telephone Company of the customer's written authorization for such replacement.
- (6) For service provided under a Shared Facility Credit/Shared Facility Channel Service arrangement, any affected customer not notifying the Telephone Company of a service outage will not receive a credit allowance.

(M)

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Material on this page previously appeared on Page 50.5.

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**Issued: June 6, 1996**

**Effective: June 7, 1996**

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**ACCESS SERVICE****2. General Regulations (Cont'd)****2.4 Payment Arrangements and Credit Allowances (Cont'd)****2.4.4 Credit Allowance for Service Interruptions (Cont'd)****(C) When a Credit Allowance Does Not Apply (Cont'd)**

- (7) Periods when the customer elects not to release the service for testing and/or repair and continues to use it on an impaired basis.
- (8) Periods of temporary discontinuance as set forth in 2.2.1(B) preceding.
- (9) Periods of interruption as set forth in 13.3.1 following. (N)
- (10) An interruption or a group of interruptions, resulting from a common cause, for amounts less than one dollar, except for End User Common Line credits. (T)
- (11) Credit Allowance for Service Interruptions will apply when service is interrupted due to labor difficulties, governmental orders, civil commotions, criminal actions taken against the Telephone Company, acts of God and other circumstances beyond the Telephone Company's reasonable control. No credit shall be allowed for an interruption period of less than 30 minutes. The customer will be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or fraction thereof that the interruption continues after the initial 30 minute interruption. However, credits shown in the Credit Allowance Schedule found in 2.4.4 (B) (10) for outages greater than 4 hours will not apply. However, the Credit Allowance for Service Interruptions, as specified in 2.4.4 (B) (11) will not apply. (N)

**(D) Use of an Alternative Service Provided by the Telephone Company**

Should the customer elect to use an alternative service provided by the Telephone Company during the period that a service is interrupted, the customer must pay the tariffed rates and charges for the alternative service used.

**(E) Temporary Surrender of a Service**

In certain instances, the customer may be requested by the Telephone Company to surrender a service for purposes other than maintenance, testing or activity relating to a service order. If the customer consents, a credit allowance will be granted. The credit allowance will be 1/440 of the monthly rate for each period of 30 minutes or fraction thereof that the service is surrendered. In no case will the credit allowance exceed the monthly rate for the service rendered in any one monthly billing period.